# PalmPilot™ Professional Handbook

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# Contents

**Chapter 1: Mail ..... 1**
About Mail ..... 1
Configuring Mail on the Desktop ..... 2
Synchronizing Mail with your E-Mail Application ..... 6
Activating Mail on your PalmPilot ..... 6
Viewing Messages ..... 7
Creating Messages ..... 9
Looking Up an Address ..... 11
Adding Message Details ..... 13
Sending Messages ..... 17
Editing an Unsent Message ..... 17
Draft Messages ..... 18
Filing a Message ..... 19
Message List View Options ..... 20
HotSync Options ..... 23
Creating Specialized Filters ..... 25
Defining Filter Strings ..... 26
High Priority Messages ..... 28
Truncating Messages ..... 29
Mail Menu Commands ..... 30
Deleting Messages ..... 32
Removing a Message from the Deleted Folder ..... 33
Purging Deleted Messages ..... 34

**Chapter 2: PalmPilot TCP/IP ..... 35**
Configuring Network Preferences Settings ..... 35
Selecting a Service ..... 36
Entering a User Name ..... 36
Entering a Password ..... 37
Adding Telephone Settings ..... 38
Connecting to your Service ..... 41
Creating Additional Service Templates ..... 42
Adding Detailed Information to a Service Template ..... 42

Defining Primary and Secondary DNS ..... 44
IP Address ..... 45
Idle Timeout ..... 46
Creating a Login Script ..... 47
Network Preferences Menu Commands ..... 49
Deleting a Service Template ..... 50
TCP/IP Troubleshooting ..... 50

**Chapter 3: Reference ..... 53**
Technical Support ..... 53
Appendix A: Non-ASCII Characters for Login Scripts ..... 55
3Com End User Software License Agreement ..... 56
Limited Warranty ..... 58
Lotus Software License Agreement ..... 60

**Index ..... 62**

Chapter 1

# Mail

Congratulations on your purchase of the PalmPilot™ Professional connected organizer. This handbook describes how to use the additional applications that come with the PalmPilot Professional organizer package: Mail and PalmPilot TCP/IP. For information on how to use other PalmPilot companion applications and HotSync™ software, refer to the *PalmPilot Handbook*.

## About Mail

The Mail application enables you to synchronize your desktop e-mail system so you can quickly and easily manage your e-mail while away from your desk. The key to PalmPilot Mail is that it truly synchronizes the mail on your desktop e-mail system with the mail on your PalmPilot organizer. For example, messages deleted from your PalmPilot Mail will be deleted from your desktop e-mail system after you perform your next HotSync operation — so you never have to delete messages twice. Similarly, if you read a message on PalmPilot organizer and leave it in your inbox, after the next HotSync operation it will be marked read on your desktop system.

### *With Mail, you can:*

- Use your PalmPilot organizer to send and/or retrieve e-mail messages from your desktop e-mail application.
- View, delete, file, and/or reply to incoming mail.
- Create outgoing messages. Your PalmPilot organizer also enables you to create drafts of messages that can be completed at a later time.

- Create simple or complex filters, which allow you to decide the type of e-mail that your PalmPilot organizer will retrieve from your desktop e-mail application.

## Configuring Mail on the Desktop

Before you use Mail for the first time, your desktop e-mail application should be configured and fully functional. Once your e-mail application is up and running, you must enable (or activate) the Mail application on the desktop and provide some basic configuration information.

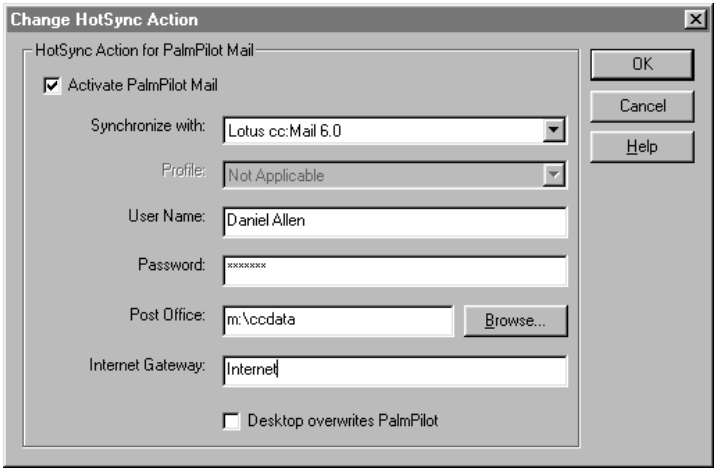
*Note:* The following instructions assume that you have already installed PalmPilot Desktop software on your computer.

### *To activate the Change HotSync dialog:*

1. In Windows 95 or Windows NT 4.0, open the HotSync menu by clicking the HotSync icon in the Windows system tray (in the lower right corner of your display). You can also click Custom from the HotSync menu in PalmPilot Desktop to display the Custom dialog.

   *Note:* In Windows 3.1, double-click on the Customize icon, which is located in the PalmPilot program group to display the Custom dialog.

2. Click to highlight Mail in the Conduit/Action list box, then click the Change button. The Change HotSync Action dialog appears, as shown in the following diagram:




The following sections describe the available Mail configuration settings. Depending on the e-mail application you select, some of these options may be grayed-out.

*Note:* If you need specific help configuring PalmPilot Mail for your e-mail application, please click the Help button in the Change HotSync dialog.

### *Activating PalmPilot Mail*

The Activate PalmPilot Mail setting lets you enable or disable the synchronization of Mail. When enabled, Mail is synchronized with your e-mail application every time you perform a HotSync operation.

## *To activate Mail:*

- Click the Activate PalmPilot Mail check box (so it's checked) to activate Mail. Click the check box again to disable Mail.

### *Selecting Your E-Mail Application*

Your PalmPilot supports a number of e-mail applications. The Synchronize With setting lets you select the e-mail application you use on your desktop.

## *To select your e-mail application:*

- Click the down arrow in the corner of the Synchronize with list box to display all of the e-mail applications supported by PalmPilot. Click to select (so that it's highlighted) the e-mail application you use.

*Note:* PalmPilot Mail supports MAPI and VIM e-mail applications. If your e-mail application is not specifically listed, try Microsoft Mail for Windows 3.1x or Microsoft Exchange for Windows 95, NT 4.0 (for MAPI e-mail applications); or try Lotus cc:Mail 2.5 (for VIM e-mail applications). If you are not sure whether your e-mail application is MAPI or VIM, ask your Systems Administrator.

### *Profile*

A profile contains configuration information, such as the location of incoming mail, your personal address book, and other information services that you can use. PalmPilot automatically selects the default profile with which it will synchronize. If you have set up multiple profiles, PalmPilot provides a pick list of available Profile settings.

## *To enter your Profile information:*

- Click the down arrow in the corner of the Profile list box to display all of the available profile selections. Click to select the profile that applies to you and press the Tab key to move to the next field.

### *User Name*

The user name is the name you use when you log into your desktop e-mail system.

*Note:* You may be able to obtain the correct user name by looking at your e-mail log-in screen. If not, ask your System Administrator.

## *To enter your own user name:*

- Type the name you want to use in the User Name field and press the Tab key to move to the next field.

### *Password*

In the Password field, you enter the password you use when logging into your desktop e-mail application. For security reasons, PalmPilot does not display your actual password; instead PalmPilot represents your password as a string of asterisks.

## *To enter your password:*

- Type your password in the Password field. Press the Tab key to move to the next field, or click OK to close the Change HotSync Action dialog and return to the Custom screen.

### *Postoffice*

Depending on the e-mail application you select (for example, Lotus cc:Mail), you may need to enter a path to your postoffice. A postoffice is a specific folder on your network server where e-mail is stored.

*Note:* You may be able to obtain your postoffice path by looking at your e-mail log-in screen (it may be designated as "P.O. path"). If not, ask your System Administrator.

## *To select a postoffice:*

1. Type the folder name where your e-mail is stored in the Postoffice field. If you need to, click the Browse button to display available folders, then double-click the appropriate folder name to enter it in the Postoffice field.

2. Click OK or press Enter to confirm your selection, close the Change HotSync Action dialog, and return to the Custom screen.

### *Internet Gateway*

If you select Lotus cc:Mail as your e-mail application, you need to enter the name of the Internet Gateway which sends e-mail outside of your local network.

For example, if you receive e-mail in cc:Mail from tom@earthlink.net, the address (including the Internet Gateway) will appear as follows: tom@earthlink.net at Internet-Mail.

In this case, "Internet-Mail" is the gateway name that you need to enter in the Internet gateway field.

*Note:* The characters " at" are not part of the Internet Gateway name. Do not enter " at" in this field.

## *To enter an Internet Gateway:*

1. Type the Internet Gateway name in the Internet Gateway field. Remember, the characters "at" are not a part of the Internet Gateway information.

2. Click OK or press Enter to confirm your selection, close the Change HotSync Action dialog, and return to the Custom screen.

### *Desktop Overwrites PalmPilot*

The Desktop Overwrites PalmPilot feature enables you to overwrite all of the messages in your PalmPilot inbox with the messages from your desktop inbox. You should only use this option if, for some reason, the two inboxes get out of sync.

*Note*: This setting takes effect the next time you perform a HotSync operation. Subsequent HotSync operations will return this setting to Synchronize.

## *To overwrite the messages in your PalmPilot inbox:*

1. Click the Desktop Overwrite check box (so it's checked) to force all of the messages in your desktop inbox to overwrite the messages in your PalmPilot organizer's inbox. Click the check box again to disable this feature.

2. Click OK or press Enter to confirm your selection, close the Change HotSync Action dialog, and return to the Custom screen.

## Synchronizing Mail with your E-Mail Application

After you have enabled and configured Mail, you need to perform a HotSync operation to synchronize Mail with your desktop e-mail application. For a complete explanation of how to use the HotSync feature, refer to the *PalmPilot Handbook*.

## Activating Mail on your PalmPilot

You activate Mail by either selecting the Mail icon from the Application Picker or by pushing a physical button that you have assigned for Mail.

*Note:* For more information on how to assign physical keys to activate applications, refer to the *PalmPilot Handbook*.

### *To activate Mail*

1. Tap the Applications button. The Application Picker appears.

2. Tap the Mail icon. The screen will change to display the Message List screen.

*or*

1. Push the assigned button on the front of your PalmPilot. The screen will change to display the Message List screen. For more information on how to assign physical keys to activate applications, refer to the *PalmPilot Handbook*.

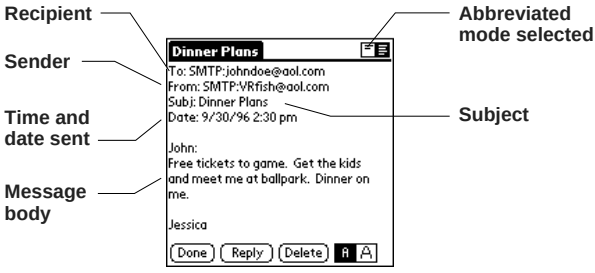
*Note:* When working with Mail, you can immediately change to any other application (Address Book, etc.) of your PalmPilot by using the front panel buttons. Any work you have done with Mail will be saved and will reappear when you return.

## Viewing Messages

When the Message List first appears, it lists your incoming messages, who sent them, and the date they were received, as shown in the following diagram:

### *To open a message:*

- Tap anywhere on the message listing. PalmPilot displays the selected message as shown in the following diagram:




Messages appear by default in the abbreviated mode. To switch from the abbreviated mode to the full header mode, see the Displaying Full Header Information section below.

### *To close a message:*

- Tap the Done button to close the message and return to the Message List.

### *Message Font Size*

You can modify the way messages appear by changing the screen display to show a larger font (text) size.

## *To change the message font size:*

- With the message open, tap the Font button as shown in the following diagram:

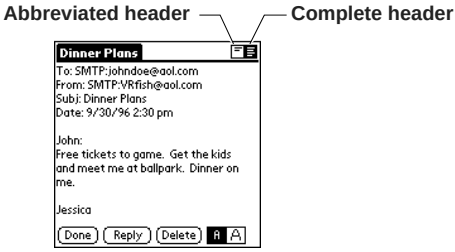
Tap the Font button again to revert to the normal size font in the message. The font size that you select will be used when viewing all messages.

### *Displaying Full Header Information*

By default, Mail displays abbreviated header information. The abbreviated header displays only the To: and From: fields. The full header provides complete information about the sender, receiver, and CC: recipients, in addition to the subject and date the message was created. You switch between full and abbreviated header information by tapping the Header button.

## *To display full header information:*

- With the message open, tap the Header button as shown in the following diagram:



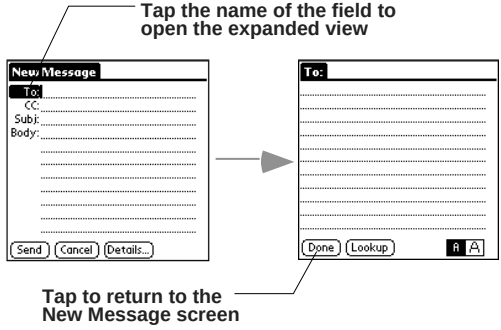

Tap the Header button again to display the full header. The header type that you select will be used when viewing all messages.

## Creating Messages

You create messages with your PalmPilot the same way you create messages with your desktop e-mail application: you identify the recipient(s) of the message, define a subject, and then create the body of the message.

All new messages, whether they are original or replies, are composed in the New Message screen. There are two ways to access the new Message screen: by selecting the New command from the Message menu or by tapping the New button from the Message List View.

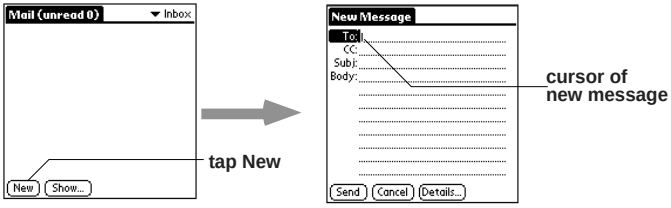
All fields in the New Message screen can be expanded by tapping the name of the field, as shown in the following diagram:



When you have completed the data entry for that particular field, tap the Done button to return to the New Message screen.

## *To create a message:*

1. Click New from the Message menu. The New Message screen appears, as shown in the following diagram:




   *Note:* You can also open the New Message screen by tapping the New button from the Message List view.

2. A cursor is displayed at the To field of your new message, representing the point where new text will appear.

   Use the stylus to write Graffiti® character strokes (or the on-screen keyboard) to enter the e-mail address of the recipient, as shown in the following diagram:

   *Note:* The address should be entered as if you are entering it from your desktop e-mail application. For example, local users sending a message internally do not need to add Internet information, such as @3com.com.

3. To send a carbon copy of this message to additional recipients, tap anywhere in the CC field to move the cursor to that field, then enter the e-mail addresses of the additional recipients.

You can enter multiple addresses for this field. Addresses must be separated with a comma, followed by a space, as shown in the following diagram:

4. To enter a subject for your message, tap anywhere in the Subj field to move the cursor to that field, then enter the subject.

5. To compose the body of your message, tap anywhere in the Body field to move the cursor to that field, then enter the body text.

*Note:* If the address, CC, subject, or body of the message exceeds the capacity of the screen display, tap the name of the field (for example, "Body") to display the expanded Notes-like screen for that field. Tap the Done button to return to the New Message screen.

## Looking Up an Address

To identify the recipient of a message, you need to enter that person's e-mail address in the appropriate field of the New Message screen. There are two different ways of doing this: either by entering the data directly into the field or by using the Look Up command.

The Look Up command lets you access the information contained in your Address Book. To use the Look Up command, enter a few letters of the recipient's name in the To or CC field, then tap the Look Up button. If your PalmPilot can identify an unique address, it will enter the appropriate address for you. If not, it will display a dialog, which contains the Address List from your Address Book. By tapping a selection, you can enter a specific e-mail address from your Address Book into the To or CC field of any message you are creating.

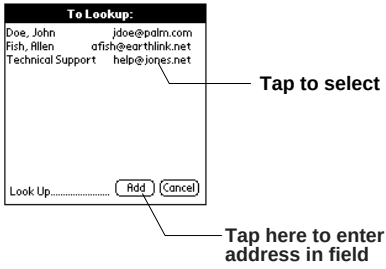
*Note:* The Address List displays entries sorted by Company Name or by Last Name, depending on the sort option you select for your Address Book. Refer to Chapter 4: *Address Book* in your *PalmPilot Handbook* for more information about sorting the Address List.

*Tip*: You can use the command stroke /L to execute a Lookup without opening the menus. See the *PalmPilot Handbook* for more information about the command stroke.

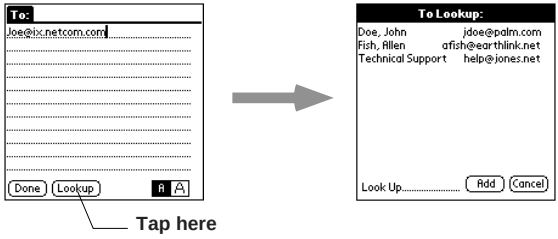
## *To look up an address:*

1. From New Message screen, enter a few letters of the address you want to look up in either the To or CC field.

2. Tap Lookup from the Options menu. If the letters you entered identify a unique listing from your Address Book, your PalmPilot will complete the address for you. If not, the Lookup dialog appears, as shown in the following diagram:




*Note:* You can also open the Look Up dialog by tapping the Lookup button from the To or CC expanded field view screens, as shown in the following diagram:



3. Enter the first letter of the entry you want to find in your Address List. The Lookup feature scrolls to the first entry in the list that begins with that letter. If you write an additional letter, the list will scroll to the first entry that starts with those two letters. For example, writing an “s” might scroll to “Sanders,” and writing “sm” might scroll further to “Smith.”

4. Tap to select an address (so that it’s highlighted), then tap the Add button. The selected address will be entered in the appropriate To or CC field.

## Adding Message Details

Before you send your message, you can attach additional attributes (called message details) to your message, such as a signature block, or flagging the message as high priority. These features are dependent on the desktop e-mail application you use. If your e-mail application does not support the message detail you have selected, your PalmPilot will not be able to attach that attribute to your message.

### *The following message details are available:*

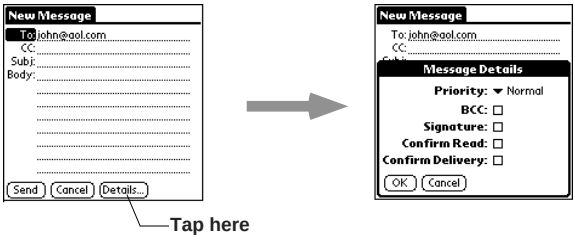
- **Priority.** This option lets you flag a message as high, normal, or low priority.
- **Signature.** This option lets you attach previously defined text as a signature block. Creating a signature block will be explained in a following section.
- **BCC.** This option creates a blind carbon copy field in the New Message screen. This setting is valid only for the current message.
- **Confirm Read.** This option lets you request a confirmation telling you when the message was read.
- **Confirm Delivery.** This option lets you request a confirmation telling you when the message was delivered.

*Note:* The Priority and BCC settings are only valid for the current message and must be set with each subsequent message you create.

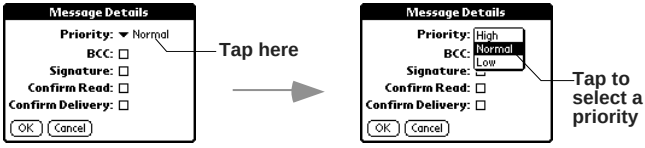
### *Setting a Priority*

## *To set a priority for your message:*

1. From the New Message screen, tap the Details button. The Message Details dialog appears, as shown in the following diagram:




2. Tap the black triangle to the right of the word, Priority. The Priority pick list appears, as shown in the following diagram:




3. Tap to select the priority you want. The following choices are available: Low, Normal (this is the default setting) and High.

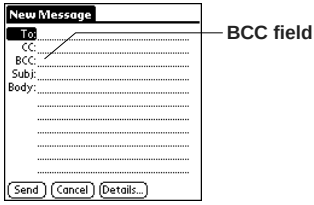
4. Tap OK to confirm your selection and return to the New Message screen.

*Note:* Your PalmPilot can only flag messages with a specific priority if this feature is supported by your desktop e-mail application.

## *To add a BCC field to your message:*

1. From the Message Details dialog, tap the BCC check box (so that it's checked) to add the BCC field to your message in the New Message screen. Tap the check box again (so that it's empty) to disable this feature.

2. Tap the OK button to confirm your selection and return to the New Message screen, which will now display a BCC field below the CC field, as shown in the following diagram:




3. To enter a BCC for your message, tap anywhere in the BCC field to move the cursor to that field. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the subject. If the subject exceeds the capacity of the screen display, tap the word, "BCC," to display the expanded Notes-like screen for this field. From the BCC screen, tap the Done button to return to the New Message screen.

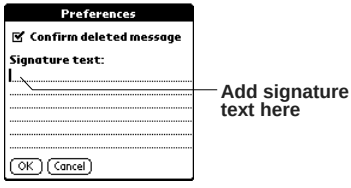
### *Adding a signature to your message*

Adding a signature to your message is a two-part process: first, you must create the text string to be used as your signature, then you must select the signature option from the Message Detail dialog.

## *To create a signature:*

1. Tap the Menu button. The menu for Mail appears at the top of the screen.

2. From the Options menu, tap the Preferences menu command. The Preferences dialog appears, as shown in the following diagram:



3. To enter text to be used as your signature, tap anywhere in the Signature Text field to move the cursor to that field. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the subject. You can enter up to six lines of text for this field. Tap the OK button to confirm your selection and return to the previous screen.

## *To add a signature to your message:*

1. From the New Message screen, tap the Details button. The Message Details dialog appears.

2. Tap the Signature check box (so that it's checked) to add a signature to the end of your message. Tap the check box again (so that it's empty) to disable this feature.

3. Tap the OK button to confirm your selection and return to the New Message screen.

*Note:* The signature block is not displayed in your message; only your recipient sees the signature block.

### *Requesting Confirmations*

## *To receive a confirmation that your message has been read:*

1. From the New Message screen, tap the Details button. The Message Details dialog appears.

2. Tap the Confirm Read check box (so that it's checked) to request a confirmation that your message has been read by the recipient. Tap the check box again (so that it's empty) to disable this feature.

3. Tap the OK button to confirm your selection and return to the New Message screen.

### *To receive a confirmation that your message has been delivered:*

1. From the New Message screen, tap the Details button. The Message Details dialog appears.

2. Tap the Confirm Delivery check box (so that it's checked) to request a confirmation that your message has been delivered to the recipient. Tap the check box again (so that it's empty) to disable this feature.

3. Tap the OK button to confirm your selection and return to the New Message screen.

## Sending Messages

When you send a message from your PalmPilot, it is stored in the Outbox folder until the next time you synchronize your PalmPilot organizer with your PC. During synchronization, depending on your desktop e-mail application, all messages stored in the Outbox may be transferred to the desktop Outbox folder. Messages created on your PalmPilot are transmitted the next time you send mail from your desktop e-mail application.

### *To send a message:*

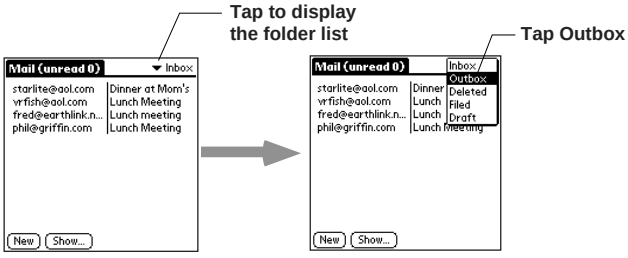
- After you have created a message (which must, at the very least, contain information in the To and Subject fields) tap the Send button from the New Message screen. Your PalmPilot stores that message in the Outbox folder until the next time you perform a HotSync operation.

## Editing an Unsent Message

You can edit or make changes to a message that has not yet been sent, as long as you have not yet performed a HotSync operation. When you edit a message, your PalmPilot removes the message from the Outbox folder and takes you back to the New Message screen, where you can edit the message and resend it, save it as a draft, or cancel it.

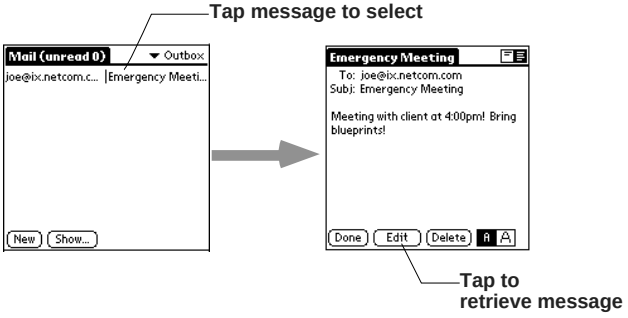
## *To retrieve a message:*

1. Tap the black triangle or the word in the right corner of the header. A folder pick list appears as shown in the following diagram:




2. Tap Outbox. The Message List will display the messages contained in the Outbox.

3. Tap the entry of the message you want to retrieve to display the message, as shown in the following diagram:




4. Tap the Edit button to remove the message from the Outbox folder and place the message back in the New Message screen.

## Draft Messages

There are times when you may not want to immediately send a message you have composed — for example, you may want to add additional information before sending it. Your PalmPilot enables you to save such messages as drafts. Draft messages are stored in the Draft folder until you are ready to edit them. Once edited, a draft becomes a new message again.

*Note:* You can also save a message as a draft by canceling it. When you cancel a message, your PalmPilot displays a dialog, asking you if you want to save the message as a draft. If you tap the Yes button, your PalmPilot will save your message as a draft.

### *To save a message as a draft:*

1. From the New Message screen, tap the Menu button to display the Mail menu options.

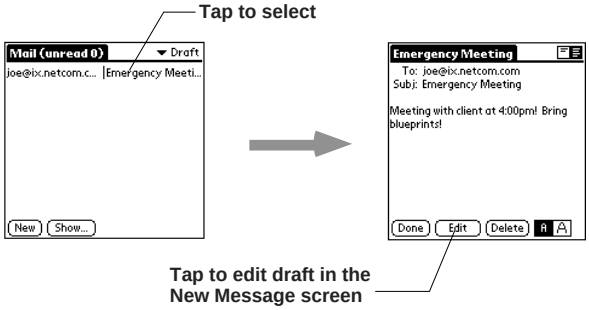
2. From the Message menu, tap the Save Draft command. Your PalmPilot saves the message as a draft and immediately moves it to the Draft folder.

### *To edit a message saved as a draft:*

1. Tap the word in the right corner of the header. A folder pick list appears.

2. Tap Draft. The Message List will display the messages contained in the Draft folder.

3. Tap the entry of the draft you want to display, as shown in the following diagram:




4. Tap the Edit button. Your PalmPilot moves your draft to the New Message screen.

Once your draft is displayed in the New Message screen, your message changes from a draft to a new message. As such, you must save it again as a draft to return it to the Draft folder, or tap the Send button to move the message to your Outbox folder if you are now ready to send it.

## Filing a Message

Any message that you receive or create can be stored as a filed message on your PalmPilot. The contents of this folder are not automatically synchronized to your desktop e-mail system during a HotSync operation. However, your PalmPilot does store a back-up copy of the Filed folder on your desktop hard drive.

### *To file a message:*

1. From the message view of the message, tap the Menu button to display the Mail menu options.

2. From the Message menu, tap the File command. Your PalmPilot saves the message as a filed message, and moves it from its previous folder to the Filed folder.

3. Tap the Done button to confirm your selection and close the message view.

## Message List View Options

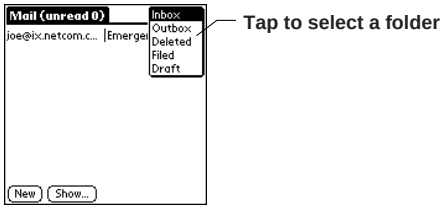
Message List View Options enable you to manage the way information is displayed in the Message List.

### *Folders*

PalmPilot provides five different folders, each pertaining to a particular mail category. The Message List displays the messages contained in the folder you select. Folders provide an efficient way to manage the mail you send and receive.

### *To select a folder:*

1. Tap the black triangle or the word in the right corner of the header. A pick list appears as shown in the following diagram:




The following subject folders are available:

- **Inbox.** This folder contains the mail from your desktop Inbox, minus any that you have excluded using filtering options. Filtering options will be explained in a following section.
- **Outbox.** This folder contains the mail you have created on the PalmPilot and sent to the address indicated since the last HotSync operation.
- **Deleted.** This folder contains the messages you have deleted since the last HotSync operation.
- **Filed.** This folder contains the messages you want to store on the PalmPilot.
- **Draft.** This folder contains the messages you have created using the PalmPilot but are not yet ready to send.

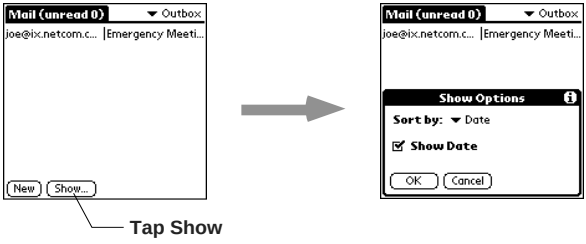
2. Tap to select the folder you want. The Message List will change to reflect your folder selection.

### *Date Column*

The Date Column is optional in the Message List. The Date Column is hidden by default to increase the available screen display space. To display the date column, check the Show Date box in the Show Options dialog.

## *To show the Date Column:*

1. From the Message List, tap the Show button. The Show Options dialog appears, as shown in the following diagram:




2. Tap the Show Date check box (so that it's checked) to show the Date Column. Tap the check box again (so that the check disappears) to hide the Date Column.

3. Tap OK to close the Show Options dialog and return to the Message List.

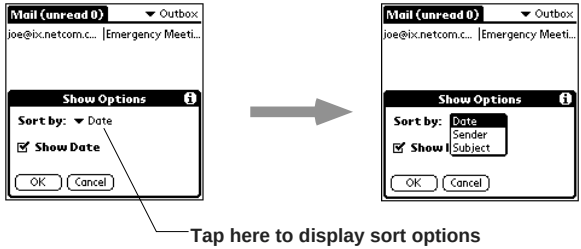
### *Sorting the Message List*

You can sort the Message List by the date it was sent, by the sender, or by the subject.

## *To sort the Message List:*

1. From the Message List, tap the Show button. The Show Options dialog appears.

2. Tap the current Sort by option. A pick list appears as shown in the following diagram:




*The following sort options are available:*

- **Date.** This option means that messages are sorted by date and displayed in reverse chronological order (the most recent message is at the top of the screen).
- **Sender.** This option means that messages are sorted by the sender's user name and displayed in ascending alphabetical order. Messages are sorted using the first word of the field.
- **Subject.** This option means that messages are sorted using the subject and displayed in ascending alphabetical order. Messages are sorted using the first word of the field.

3. Tap to select the sort option you want.

4. Tap OK to close the Show Options dialog and return to the Message List. The Message List changes to reflect the sort option you selected.

*Note:* High priority messages are listed first, no matter how you sort your message list.

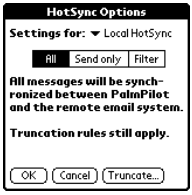
## HotSync Options

HotSync Options enable you to control what messages are synchronized between your PC and your PalmPilot. There may be times when downloading all of your messages is inconvenient. With HotSync Options, you can select which messages are downloaded during synchronization and manage your e-mail more effectively. In addition, you can define different settings for local and remote synchronization. Once defined, your PalmPilot determines if synchronization is occurring locally or remotely and uses the appropriate HotSync Options settings.

## *To activate the HotSync Options dialog:*

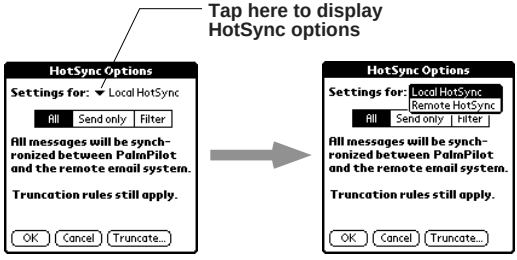
1. Tap the Menu button. The menus for Mail appear at the top of the screen.

2. From the Options menu, tap the HotSync Options menu command. The HotSync Options dialog appears as shown in the following diagram:




## *To select local or remote HotSync settings:*

1. In the HotSync Options dialog, tap the "Local HotSync" text. The Settings for pick list appears, as shown in the following diagram:




2. Tap the Settings for option for which you want to define settings. The following choices are available:

- **Local HotSync.** This option means that the settings you select apply to local HotSync operations.
- **Remote HotSync.** This option means that the settings you select apply to remote HotSync operations.

*Note:* For more information about Local and Remote HotSync operations, refer to the *PalmPilot Handbook*.

## *To select a filtering option:*

1. Tap the filtering option you want to select. The following filtering options are available:

- **All.** This setting means that during synchronization all of the messages in your desktop e-mail inbox will be synchronized with your PalmPilot and that all messages in your PalmPilot outbox will be sent to your desktop e-mail application.

  *Note:* The All setting does not mean that all information included in each message will be downloaded to your PalmPilot. Truncation settings for long messages still apply. How to truncate long messages will be explained in a following section. Also, Mail never downloads any attachments to your PalmPilot. The message and any text information appear, but the attachment is left on your desktop e-mail system.

- **Send Only.** This settings means that during synchronization only the messages in your PalmPilot Outbox will be sent to your desktop e-mail application.

- **Filter.** This settings means that during synchronization all messages in your PalmPilot Outbox will be sent to your desktop e-mail application but that only messages in your remote e-mail inbox meeting specific criteria will be synchronized with your PalmPilot. When you select the Filter setting, the HotSync Options dialog changes to display additional filter settings. These specialized filter settings will be explained in the following section.

2. If you have selected either All or Send Only, tap the OK button to confirm your selection and close the HotSync Options dialog.

## Creating Specialized Filters

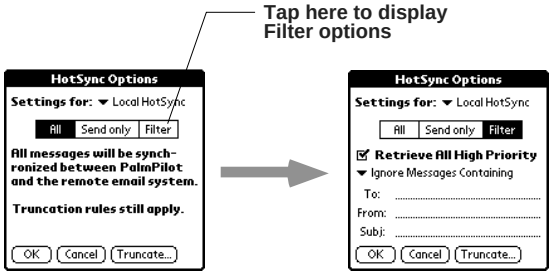
You can create specialized filters to control the type of messages that are downloaded to your PalmPilot during synchronization.

Specialized filters work on the premise of ignoring or retrieving messages that contain specific information in their header fields.

To create a specialized filter, you must decide whether you want to ignore or retrieve certain messages. Then, based on that decision, you must tell your PalmPilot what it needs to look for in the To, From, and/or Subject header fields to single out those messages. You use the Additional Filter settings from the HotSync Options dialog to define the elements of a specialized filter.

## *To access the additional filter settings:*

- From the HotSync Options dialog, tap the Filter setting. The HotSync Options dialog changes to display additional filter settings, as shown in the following diagram:

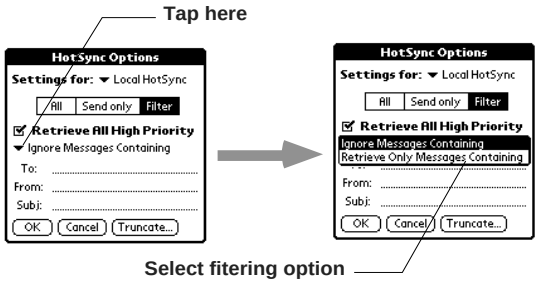



### *Ignoring or Receiving Messages*

The first step in establishing a specialized filter is to determine whether you want to ignore or retrieve certain messages. In general, you control the amount of mail you receive during synchronization by selecting either to ignore or retrieve messages that match the information you specify.

*To define whether to ignore or receive messages:*

1. In the HotSync Options dialog, tap the "Ignore Messages Containing" text. A pick list appears, as shown in the following diagram:




2. Tap to select a filtering option. The following settings are available:

- **Ignore Messages Containing**. When you select this setting, you are telling your PalmPilot to exclude *only* the messages that meet the defined criteria and download *all other messages* during synchronization. In general, this filter allows more mail to be downloaded during synchronization because it is only blocking the one defined subset of mail.

- **Retrieve Only Messages Containing**. When you select this setting, you are telling your PalmPilot to exclude *every message* during synchronization that does not meet the defined criteria. This filter has the potential of blocking more mail during synchronization because it allows only one subset of mail to be downloaded.

## Defining Filter Strings

Messages are filtered on the basis of the information contained in their To, From, and/or Subject header fields. The information that defines what your PalmPilot is looking for is called a *filter string*. You create a filter string by listing the words you want your PalmPilot to find, separated by either a comma or a space. Each word in the PalmPilot organizer's filter string is joined by an

implicit OR; because of this, you should not enter connecting words, such as AND or OR.

To create a more complex filter, you can define filter strings for the To, From, and Subject fields simultaneously. Your PalmPilot joins the filter strings for these fields using an implicit AND. Once again, you should not add connecting words. Your PalmPilot will do that for you.

For example, suppose you want to receive only messages from John Smith (jsmith@aol.com) or Jack Jones (jjones@aol.com) concerning the Apollo Project. You would create the following filter strings:

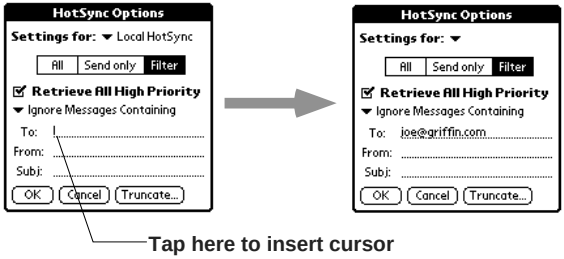
> To filter string: jsmith@aol.com, jjones@aol.com
> Subject filter string: Apollo Project

Your PalmPilot interprets this as, "Accept messages about the Apollo Project from John Smith or Jack Jones. Do not accept messages from other people. Do not accept messages from John or Jack about any other subject."

When you define a string, note that your PalmPilot will search for any instance of that *collection* of characters. For example, if you create a filter where only messages containing the string "info" are retrieved, PalmPilot considers "**info**," "ra**info**rest," and "k**info**lk," appropriate matches.

## *To define filter strings:*

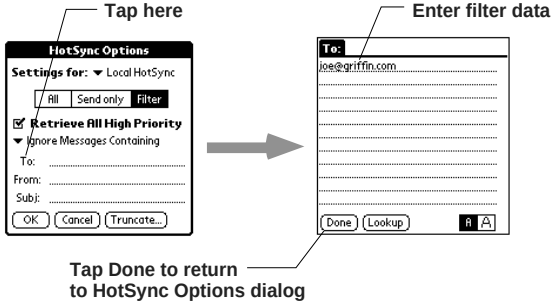
1. In the HotSync Options dialog, tap the line that corresponds to a specific header field. A cursor appears at the beginning of that line, representing the point where new text will appear, as shown in the following diagram:




2. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to define your filter string for the selected header field.

   *Note:* Use commas or spaces to separate words in a string. Do not add connecting words, such as AND or OR, between words in a string.

3. If your string exceeds the length of the field, tap the name of the field to display the Notes screen for that header field, as shown in the following diagram:




   For more information about header field Notes screens, refer to the section, Creating a Message. Tap the Done button to return to the HotSync Options dialog.

4. Tap the OK button to confirm your filter strings and close the HotSync Options dialog.

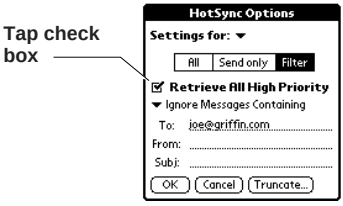
## High Priority Messages

The Retrieve All High Priority setting lets you retrieve messages marked high priority, even if those messages would have been blocked by a defined filter.

### *To retrieve high priority messages:*

1. In the HotSync Options dialog, tap the word "Filter" to display additional filter options.

2. Tap the Retrieve All High Priority check box (so that it's checked) to retrieve all messages marked high priority. Tap the check box again (so that it's empty) to disable this feature.




3. Tap OK to confirm your selection and close the HotSync Options dialog.

*Note:* This setting is applicable only if your e-mail application has the capacity to flag high priority messages.

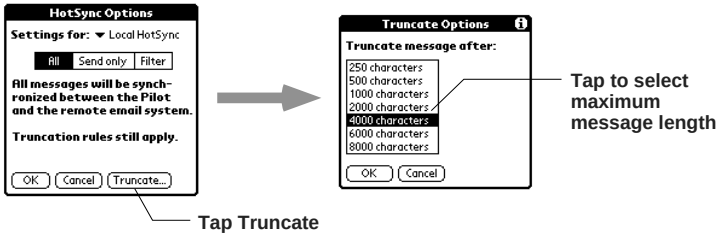
## Truncating Messages

The Truncate feature lets you set a point at which long messages are truncated when downloaded to your PalmPilot. By default, this value is 4000 characters. By truncating long messages, you reduce the time it takes to synchronize your desktop e-mail and PalmPilot Mail as well as the amount of storage space e-mail uses in your PalmPilot.

*Note:* Truncation is separate and independent from filtering.

*To truncate messages:*

1. In the HotSync Options dialog, tap the Truncate button to display the Truncate Options dialog, as shown in the following diagram:




2. The list box displays the truncation settings available. These values range from 250 characters to 8000 characters. Tap to select the truncation setting you want.

*Tip*: If you select a low truncation value, you will have more room on your PalmPilot to store messages.

3. Tap OK to confirm your selection, close the Truncate Options dialog, and return to the HotSync Options dialog.

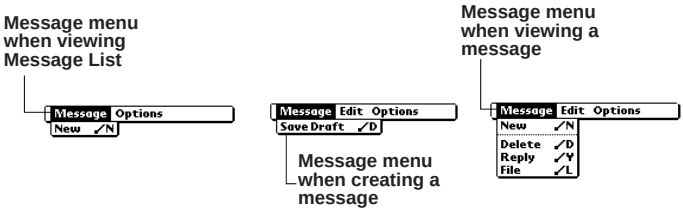
## Mail Menu Commands

The Mail application includes menu commands to make it fast and easy to perform common file and editing tasks. This section explains the menu commands that are specific to the Mail application.

Refer to the PalmPilot Handbook for information about menu commands that are common to all of your PalmPilot applications.

### *Message Menu*

The Message menu varies, depending on whether you are viewing a message, creating a message, or viewing the Message List, as shown in the following diagram:




- **New.** The New command opens the Create Message view, where you can create a new e-mail message.

- **Delete.** The Delete command removes the message being viewed from its current folder and moves it to the Deleted folder. Your PalmPilot stores deleted messages in the Deleted folder until you perform a HotSync operation, at which time deleted messages are removed permanently.

- **Reply.** The Reply command displays a dialog, where you can select how to reply to a specific message and select who receives the reply. When you tap OK to confirm your selection, your PalmPilot displays the New Message screen where you can create your reply.

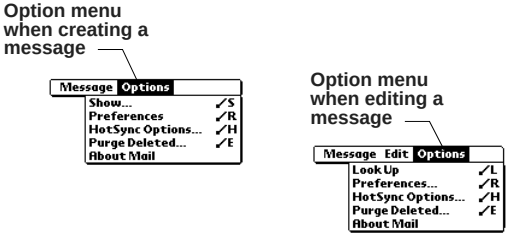
- **File.** The File command removes the message being viewed from its current folder and moves it to the Filed folder. Filed messages are stored on your PalmPilot until you delete them.

- **Send.** The Send command moves the message you've just created to the Outbox folder. Your PalmPilot stores all messages sent from your PalmPilot in the Outbox folder until you perform a HotSync operation.

- **Save Draft.** The Save Draft command saves the message you are currently composing as a draft and moves it to the Draft folder. Draft messages are stored on the PalmPilot until sent or deleted.

### *Options Menu*

When you select the Options menu, its menu commands appear on the screen as shown in the following diagram:




- **Show.** The Show Options command displays a dialog, where you can select different ways to sort and view the Message List. By selecting specific settings, you can hide or display the Date column and sort the Message list using the date, the sender, or the subject of the message as the key field.

- **Look Up.** The Look Up command displays a dialog, which contains the Address List from your Address Book. By tapping a particular selection, you can enter that address from your Address Book into the To field of any message you are creating.

  *Note:* The Look Up command is only available from Options menu when you are creating a message.

- **Preferences.** The Preferences command enables you to define a specific string of text to be used as a signature and to select whether or not your PalmPilot displays an alert when you delete a message.

- **HotSync Options.** The HotSync Options command displays a dialog, where you can select different ways to filter messages synchronized between your desktop e-mail application and your PalmPilot. Using the options from this dialog, you can create simple or complex filters to control the type of messages downloaded to your PalmPilot. In addition, you can define separate settings for local and remote synchronizations.

- **Purge Deleted.** The Purge Deleted command enables you to empty (purge) the contents of the Deleted folder. Your PalmPilot stores deleted messages in the Deleted folder until you perform a HotSync. By purging deleted messages, you

can get back storage space on your PalmPilot before your next HotSync operation.

The Purge Deleted command displays an alert, prompting you to confirm that you want to purge all messages from the Deleted folder. If you tap Yes, all deleted messages are purged from the memory of your PalmPilot.

*Important:* Messages that have been purged will be deleted from your desktop e-mail application during the next HotSync.

- **About Mail.** The About Mail command shows version (revision) information about the Mail application.

## Deleting Messages

There are two ways to delete a message: use the Delete button or use the Delete command from the Message menu. Deleted message are stored in the Deleted folder until you perform the next HotSync operation.

### *To delete a message:*

1. From the Message View screen, tap the Delete button or from the Message menu, tap the Delete command. If you have selected to confirm delete messages from the Preferences dialog, your PalmPilot will display a Delete Message alert.

2. Tap the Yes button to confirm that you want to delete the currently selected message. Your PalmPilot then stores this message in the Deleted folder until you perform the next HotSync operation.

*Important*: If you delete a message from PalmPilot, it will be deleted on your desktop e-mail system after you perform a HotSync operation.

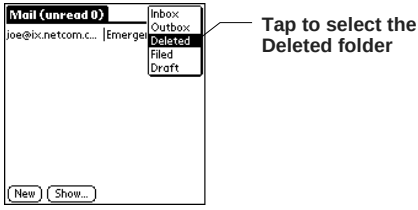
## Removing a Message from the Deleted Folder

Deleted messages are stored in the Deleted folder until you complete the next HotSync. Because of this, you can reverse the deletion of a message (by removing it from the Deleted folder) as long as your have not performed either a HotSync or purged the contents of the Deleted folder.

*Note:* Your PalmPilot moves the selected message from the Deleted folder to the Filed folder. After you perform a HotSync operation, it will still be deleted from your desktop e-mail system.

### *To remove a message from the deleted folder:*

1. Tap the black triangle or the word in the right corner of the header. A pick list appears as shown in the following diagram:




2. Tap the word Deleted to display the contents of the Deleted folder.

3. Tap to select the message you want to restore. Your PalmPilot will display the contents of the message.

4. Tap the Menu button to display menu options. From the Message menu, tap the File command.

5. Tap the Done button to confirm that you want to restore this message. Your PalmPilot moves the selected message from the Deleted folder to the Filed folder.

## Purging Deleted Messages

Because your PalmPilot stores deleted messages in the Deleted folder until you perform a HotSync operation, deleted messages can monopolize storage space. To avoid or correct this problem,

you can purge the contents of your Deleted folder. Messages that have been purged will still be deleted from your desktop e-mail application during the next HotSync operation.

## *To purge the contents of the Deleted folder:*

1. Tap the Menu button to display menu options. From the Options menu, tap the Purge Deleted command.

2. Your PalmPilot will display a Purge Deleted Messages alert. Tap the Yes button to confirm that you want to immediately purge the contents of the Deleted folder. All messages from the folder will be deleted.

*Note:* Messages that have been purged cannot be restored.

Chapter 2

# PalmPilot™ TCP/IP Software

Your PalmPilot 2.0 operating system comes with TCP/IP software that enables you to connect with Internet Service Providers (ISPs) or dial-in (remote access) servers. Because the TCP/IP software is a feature of the operating system, you configure all parameters relating to it from the Preferences application.

To use PalmPilot TCP/IP, you must configure the Modem Preferences and the Network Preferences settings. When this is complete, you can establish a PPP (Point-to-Point Protocol) or SLIP (Serial Line Internet Protocol) connection with your ISP or dial-in server either by using menu commands from the Network Preferences screen or by using a third-party application.

PalmPilot TCP/IP provides the ability to connect to your ISP or dial-in server, however, it does not come with any applications to view the transmitted data. Third party applications that take advantage of TCP/IP are documented on the PalmPilot website (http://www.palmpilot.com). Check this site for details.

## Configuring Network Preferences Settings

Before you can use PalmPilot TCP/IP, you must configure the Modem Preferences and the Network Preferences settings. Modem Preferences settings enable your PalmPilot connected organizer to use an external modem (such as the PalmPilot Modem) to communicate with remote devices, such as your desktop if you are away on travel or your ISP server. For a complete explanation on how to configure Modem Preferences parameters, refer to the *PalmPilot Handbook*.

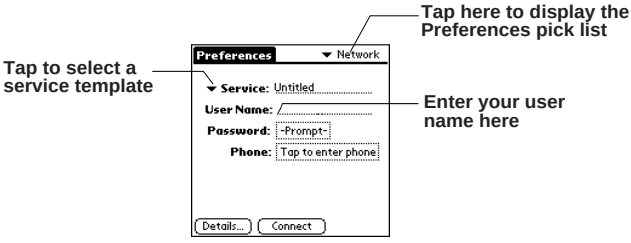
The Network Preferences settings apply specifically to TCP/IP and are based on the concept of service templates. Service templates are a set of ISP or dial-in server configuration settings you can create, save, and reuse. Your PalmPilot comes with a number of service templates already installed; available service templates are listed in the Service pick list.

## *To activate the Network Preferences screen:*

1. From the Applications Picker, tap the Preferences icon. The screen will change to display the General Preferences screen.

2. Tap the text that appears in the upper-right corner of the Preference screen. The Preferences pick list appears.

3. Tap Network in the pick list. The Network Preferences screen appears, as shown in the following diagram:




## Selecting a Service

You use the Service setting to choose the service template for your Internet Service Provider or a dial-in server. Service templates are a set of ISP and dial-in server configuration settings that you can create, save, and reuse.

## *To select a service:*

1. From the Network Preference screen, tap the word Service. The pick list appears, listing all of PalmPilot organizer's available pre-defined service templates.

2. Tap to select the service you want to use.

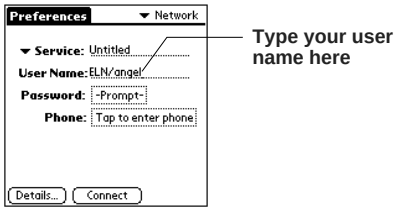
## Entering a User Name

The User Name setting identifies the name you use when you log in to your Internet Service Provider or your dial-in server. Although this field can contain multiple lines of text, only two lines are displayed.

## *To enter a user name:*

1. From the Network Preferences screen, tap anywhere in the User Name field to move the cursor to that field.

2. Use the stylus to write Graffiti® character strokes (or the on-screen keyboard) to enter your user name, as shown in the following diagram:




*Note*: Most dial-in servers do not accept spaces in the user name.

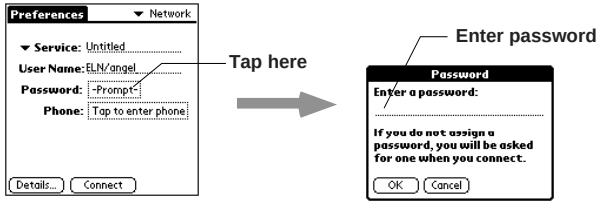
### Entering a Password

The Password field identifies the password you use to log in to your server or ISP. This field displays two possible settings: Prompt (the default setting) or Assigned. If you enter a password, your PalmPilot displays the word, "Assigned," in this field. If you decide not to enter a password in this field, your PalmPilot displays the word, "Prompt," in this field and will ask you to enter a password during the login procedure.

*Note:* If you are concerned about security, you should select the Prompt option.

## *To enter a password:*

1. Tap anywhere in the Password field. The Password dialog appears, as shown in the following diagram.



2. A cursor is displayed at the beginning of the field, representing the point where new text will appear. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the password you use to login to your server.

3. Tap OK to confirm your entry and return to the Network Preferences screen. The Password field is updated to display the word, "Assigned."

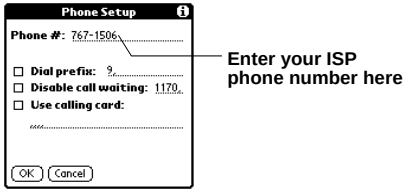
## Adding Telephone Settings

When you select the Phone field, your PalmPilot displays a dialog where you define the telephone number you use to connect with your ISP or dial-in server. In addition, you use this dialog to define a prefix, disable call waiting, and give special instructions for using a calling card.

*Note:* The phone setup dialog works correctly for AT&T and Sprint long distance services. However, because MCI works differently, MCI customers need to put the calling card number in the Phone field, and the phone number in the Calling Card field.

### *To enter your server phone number:*

1. Tap in the Phone field. The Phone Setup dialog appears, as shown in the following diagram:

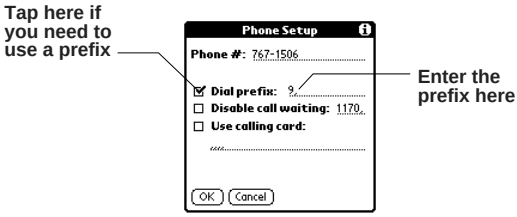



2. A cursor is displayed at the beginning of the field, showing where new text will appear. Use the stylus to write Graffiti character strokes (or the on-line keyboard) to enter the phone number you use to reach your ISP or dial-in server.

3. If you are finished, tap OK to confirm your selection and return to the Network Preferences screen.

## *To enter a prefix:*

1. Tap the Dial Prefix check box (so that it's checked). Tap the box again (so that it's empty) to discontinue this feature.




2. Tap at the beginning of the Dial Prefix field to insert the cursor, then use the stylus to write Graffiti character strokes (or the on-line keyboard) to enter the prefix you need.

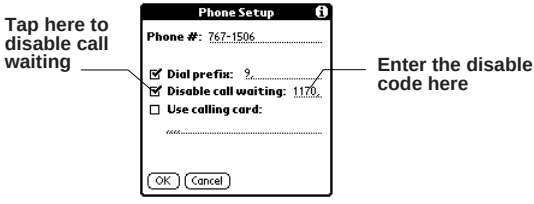
3. When you are finished, tap OK to confirm your selection and return to the Network Preferences screen.

### *Disabling Call Waiting*

Call Waiting can cause your session to terminate if you receive a call while you are connected. If your telephone has Call Waiting, you need to disable this feature before logging in to your ISP or dial-in server.

## *To disable Call Waiting:*

1. Tap the Disable Call Waiting checkbox (so that it's checked).



*Note:* Tap the Disable Call Waiting box again (so that it's empty) to allow or to enable Call Waiting.

2. Tap at the beginning of the Disable Call Waiting field to insert the cursor, then use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the code to disable Call Waiting.

*Note*: Each telephone company has assigned a code to disable Call Waiting. Contact your local telephone company for the code that is appropriate for you.

3. When you are finished, tap OK to confirm your selection and return to the Network Preferences screen.

### *Using a Calling Card*

The Use Calling Card field enables you to use your calling card when dialing your ISP or Intranet server. Keep in mind that there is usually a delay befor you enter your calling card number. When you define your calling card number, you need to add commas at the beginning to compensate for this delay. Each comma delays transmission of your calling card number for two seconds; it's a good idea to add either three or four commas.

## *To use a calling card:*

1. Tap the Use Calling Card checkbox (so that it's checked).

*Note:* Tap the Use Calling Card box again (so that it's empty) to disable this feature.

2. Tap at the beginning of the Use Calling Card field to insert the cursor, then use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter your calling card number.

   *Note*: It's a good idea to add at least three commas at the beginning of your calling card number to compensate for the cue delay.

3. If you are finished, tap OK to confirm your selection and return to the Network Preferences screen.

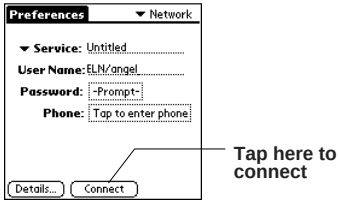
## Connecting to your Service

Establishing a connection to your ISP or dial-in server is easy; you just tap the Connect button. Remember that you need a third-party application, such as a web browser or news reader, to take advantage of this connection.

*Note:* Check the PalmPilot website (http://www.palmpilot.com) for the latest information about third-party applications that support PalmPilot TCP/IP.

### *To establish a connection:*

1. From the Network Preferences screen, tap the Connect button, as shown in the following diagram:




2. Your PalmPilot will immediately dial the ISP currently selected. The screen will change to display Service Connection Progress messages.

*Tip* To see expanded Service Connection Progress messages, press the Scroll Down button.

### *To close a connection:*

- From the Network Preferences screen, tap the Disconnect button. The connection between your PalmPilot and your ISP is terminated.

## Creating Additional Service Templates

You can create additional service templates by creating new ones from scratch or by duplicating existing templates and editing field values. Once you have created a new or duplicated template, you add and/or edit settings as described.

### *To add a new service template:*

1. From the Network Preferences screen, tap the Menu button. The menus for the Network Preferences screen appear.

2. From the Service menu, tap New. A new service template (called Untitled) is added to the Service pick list and displayed in the Network Preferences screen.

### *To duplicate an existing service template:*

1. From the Network Preference screen, tap the word Service. The pick list appears, listing all of PalmPilot organizer's available pre-defined service templates.

2. Tap to select the service you want to duplicate.

3. Tap the Menu button. The menus for the Network Preferences screen appear.

4. From the Service menu, tap Duplicate. A copy of the service template is added to the Service pick list and displayed in the Network Preferences screen.

## Adding Detailed Information to a Service Template

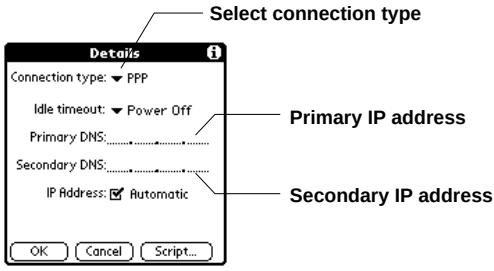
If you are using one of the pre-defined service templates, you will probably only need to enter your user name and telephone number. If you are creating a new service template, you may need to provide additional information to connect to your ISP or dial-in server. You use the Details dialog to add additional information to a selected service template.

### *To open the Details dialog:*

1. From the Network Preference screen, tap the word Service. The pick list appears, listing all of the PalmPilot organizer's available pre-defined service templates.

2. Tap to select the service you want to use.

3. Tap the Details button. The Details dialog appears, as shown in the following diagram:




### *To select a connection type:*

1. Tap the text to the right of the words, "Connection type." The pick list appears, listing the following connection types:

- **PPP.** Point-to-Point protocol.
- **SLIP.** Serial Line Internet Protocol
- **CSLIP.** Compressed Serial Line Internet Protocol

2. Tap to select the connection type you want to use.

*Note*: If you are not sure, try PPP; if that doesn't work, ask your Internet Service Provider or your System Administrator for the correct connection type.

## Defining Primary and Secondary DNS

The Domain Naming System (DNS) is a mechanism in the Internet for translating the names of host computers into IP addresses. When you enter a DNS number (or IP address), you are identifying a specific server that handles the translation services.

Each IP address has four sections, separated by periods. In the Details dialog, you enter each section separately. Each section of an IP address is made up of a number from 0 to 255; numbers are the only allowable characters in this field.

*Note*: Ask your Internet Service Provider or your System Administrator for the correct Primary or Secondary DNS IP numbers.

*Tip:* Many systems do not require that you enter a DNS. If you are not sure, leave the DNS field blank.

### *To enter a primary and secondary DNS:*

1. Tap anywhere in the first section of the Primary DNS field, which is to the left of the first period, to insert the cursor.

2. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the first section of the IP address. Note that each section can only be a number from 0 to 255.

3. Tap anywhere in the second section of the Primary DNS field to insert the cursor, then enter the second section of the IP address.

4. Tap anywhere in the third section of the Primary DNS field to insert the cursor, then enter the third section of the IP address.

5. Tap anywhere in the last section of the Primary DNS field to insert the cursor, then enter the last section of the IP address.

6. Repeat steps 1 through 5 for the Secondary DNS number.

7. Tap the OK button to confirm your selection and return to the Network Preferences screen.

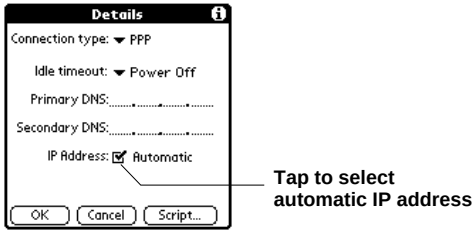
## IP Address

Everyone who logs on to the Internet needs to have a unique identifier (an IP address), whether permanent or temporary. Some networks dynamically assign a temporary IP address when clients log on; others do not. The IP Address field lets you identify whether your network provides automatic (dynamic) temporary IP addressing.

*Note*: If your IP address is permanently assigned, you will need to get that information from your System Administrator. If you are not sure, select Automatic.

### *To identify dynamic IP addressing:*

- Tap the IP Address: Automatic checkbox (so that it's checked), as shown in the following diagram:




### *To enter a permanent IP address:*

1. Tap the IP Address: Automatic box (so that it's empty). A permanent IP address field appears below the check box.

2. Tap anywhere in the first section of the IP Address field, which is to the left of the first period, to insert the cursor.

Then enter the first section of the IP address. Note that each section can only be a number from 0 to 255.

3. Repeat step 2 for the remaining three IP address fields.

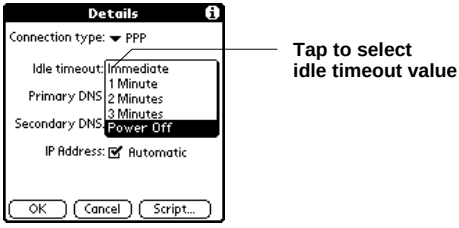
4. Tap the OK button to confirm your selection and return to the Network Preferences screen.

## Idle Timeout

The Idle Timeout setting defines how long your PalmPilot waits before dropping the connection with your ISP or dial-in server when you switch out of a TCP/IP application.

### *To set the Idle Timeout:*

1. Tap anywhere on the text inside the Idle Timeout field. A pick list appears, as shown in the following diagram:




The Idle Timeout pick list offers the following selections:

- **Immediate.** This means that your PalmPilot will immediately drop the connection to your ISP when you switch to another application.

- **1 minute.** This means that your PalmPilot will wait one minute for you to open another application before it drops the connection.

- **2 minutes.** This means that your PalmPilot will wait two minutes for you to open another application before it drops the connection.

- **3 minutes.** This means that your PalmPilot will wait three minutes for you to open another application before it drops the connection.

- **Power Off.** This means that your PalmPilot will keep your PPP or SLIP session connected until you power off your PalmPilot (or until it times out). This option works best with the PalmPilot Modem.

2. Tap to select a timeout value.

3. Tap OK to confirm your selection and return to the Network Preferences screen.

## Creating a Login Script

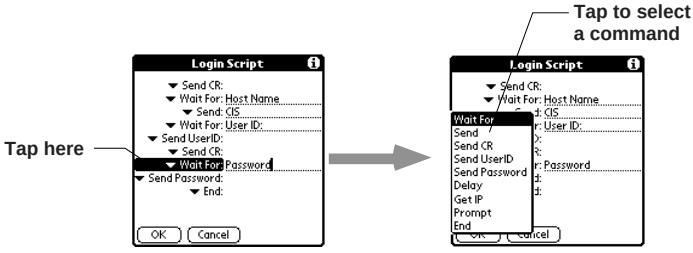
A login script is a series of commands, similar to an autoexec.bat file, that automates logging in to your ISP. You can create login script files by selecting commands from the Command pick list in the Login Script dialog. Some of the commands from the Command Pick list, like Send, require additional information to be executed. Those commands have a parameter field so that you can add the necessary data.

*Note:* You can also use non-ASCII and literal characters in your login script. Refer to Appendix A: *Non-ASCII Characters for Login Scripts* for additional information.

### *To create a login script:*

1. From the Details dialog, tap the Script button. The Login Script dialog appears.

2. Tap on the word “End” to display the Command list, as displayed in the following diagram:




The following commands are available:

- **Wait For.** The Wait For command tells your PalmPilot to wait until specified characters are sent by the TCP/IP server it is connecting to before executing the next command.

- **Send.** The Send command transmits specified characters to the TCP/IP server to which you are connecting.

- **Send CR.** The Send CR command transmits a carriage return or LF character to the computer to which you are connecting.

- **Send UserID.** The Send UserID command transmits the User ID information entered in the User ID field of the Network Preferences screen.

- **Send Password.** The Send Password command transmits the Password entered in the Password field of the Network Preferences screen. If you did not enter a password in the Password field, this command will prompt you to enter one. The Password command is usually followed by a Send CR command.

- **Delay.** The Delay command tells your PalmPilot to wait a specified number of seconds before executing the next command in the login script.

- **Get IP.** The Get IP command reads an IP address and uses it as your PalmPilot organizer's IP address. This command is used with SLIP connections.

- **Prompt.** The Prompt command opens a dialog and prompts you to enter text of some kind (for example, a password or a security code).

- **End.** The End command is a place holder, indicating the last line in the login script file.

3. Tap to select the command you want from the Command list. If the command needs additional information to be executed, a field appears to the right of it. A cursor is displayed at the beginning of the field, representing the point where new text will appear. Use the stylus to write Graffiti character strokes (or the on-screen keyboard) to enter the additional information.

4. Repeat steps 2 and 3 until the login script is complete.

5. Tap OK to confirm your selection and return to the Details dialog.

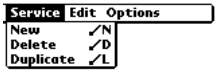
## Network Preferences Menu Commands

The Network Preferences screen includes menu commands to make it fast and easy to create and edit service templates. This section explains the menu commands that are specific to the PalmPilot TCP/IP application.

Refer to the PalmPilot Handbook for information about menu commands that are common to all of your PalmPilot applications.

### *Service Menu*

When you select the Service menu, its menu commands appear on the screen as shown in the following diagram:




- **New.** The New command creates a new (empty) service template and adds it to the Service pick list.

- **Delete.** The Delete command deletes a selected service template from the Service pick list.

- **Duplicate.** The Duplicate command creates a copy of a selected service template and adds it to the Service pick list.

### *Options Menu*

When you select the Options menu, its menu command appears on the screen as shown in the following diagram:

- **View Log.** The View Log displays the Network Log screen.

## Deleting a Service Template

There is only one way to delete a service template; use the Delete command from the Service menu.

### *To delete a service template:*

1. From the Network Preference screen, tap the word Service. The pick list appears, listing all of the PalmPilot organizer's available pre-defined service templates.

2. Tap to select the service you want to delete.

3. Tap the Menu button. The menus for the Network Preferences screen appear.

4. From the Service menu, tap Delete. The Delete Service alert appears, as shown in the following diagram:

5. Tap the OK button to confirm that you want to delete the service template.

## TCP/IP Troubleshooting

If you are having a problem with establishing a network connection using PalmPilot TCP/IP, check this section and try the suggestions listed.

***Displaying expanded Service Connection Progress messages:***

If you are having a problem connecting to your ISP or dial-in server, it's helpful to identify at what point in the log-on procedure the connection fails. An easy way to do this is to display the expanded Service Connection Progress messages. Expanded Service Connection messages describe the current stage of the log-on procedure. Press the Scroll Down button at any point during log-on to display these messages.

***Viewing the Network Log:***

If viewing the expanded Service Connection Progress messages does not give you enough information to find out why you cannot connect to your ISP or dial-in server, take a look at the Network Log. The Network log is a listing of all of the communication that occurs between your modem and your dial-in server during the log-on procedure. The information displayed in the Network log will help your ISP or your System Administrator pinpoint where in the log-on procedure communication is failing and why.

### *To view the Network Log:*

1. From the Network Preferences screen, tap the View Log command from the Options menu. The Network Log screen appears.

2. Tap the up and down arrows of the scroll bar to see the entire contents of the Network Log.

3. When you are finished, tap the Done button to return to the Network Preferences screen.

***Adding a DNS Number:***

If your ISP or dial-in server requires a DNS number and you have not entered that information in the Network Preferences screen, it will only appear that you have successfully logged on to your network. When you try to use an application or look up information, the connection will fail. If this occurs, try adding a DNS number. Ask your ISP or your System Administrator for the correct Primary and Secondary DNS IP numbers.

## Chapter 3

# Reference

## Technical Support

If you have a problem using the PalmPilot™ connected organizer, make sure you have reviewed the Troubleshooting section of this chapter before seeking assistance. The electronic README file (included on the PalmPilot Desktop installation diskette) contains information about last minute revisions, cautions, and usage tips which may solve your problem. If you have a problem related to the HotSync™ technology, refer to the *PalmPilot Handbook* for troubleshooting information.

For further assistance, please visit our web site where PalmPilot HelpNotes are posted: http://www.palmpilot.com.

Before requesting support, experiment a bit to reproduce and isolate the problem. When you do call support, please be ready to provide information about the version of DOS/Windows or Macintosh operating system you are using, the actual error message or state you are experiencing, and the steps to reproduce it.

Online Support

**Web Access** http://www.palmpilot.com

**Fax on Demand** 800-762-6163

**Internet** support@palmpilot.com

**America Online** Keyword: PalmPilot
*User Forum*

**CompuServe** GO PALMB>Palm Computing/3Com
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(847) 676-7323 (facsimile) *State product name, model number, and the nature of the problem.*
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+33 (0) 3 20 19 24 34 (FAX)

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BBS: 0118 969 2200
Fax on demand: 0118 922 8299
Facsimile: 0118 969 4222
Telephone: 0118 944 1000

## Appendix A: Non-ASCII Characters for Login Scripts

*Note:* The following information is provided to create custom login scripts that require non-ASCII characters. It is provided for the advanced user who understands the use and requirements of such characters in a custom login script.

Use of ^char

You may use the caret ( ^ ) to transmit ASCII command characters. If you send ^*char*, and the ASCII value of *char* is between @ and _, then the character is automatically translated to a single-byte value between 0 and 31. For example, ^M is converted to a carriage return. If char is a value between a and z, then the character sequence is translated to a single-byte value between 1 and 26. If char is any other value, then the character sequence is not subject to any special processing.

For example, the string “Joe^M” transmits Joe, followed by a carriage return.

Carriage Return and Line Feed

You may include carriage return and line feed commands as part of the login script, when entered in the following format:

**<cr>** Sends or receives a carriage return

**<lf>** Sends or receives a line feed.

For example, the string “waitfor Joe<cr><lf>” waits to receive Joe followed by a carriage return and line feed from the remote computer before executing the next command in the script.

Literal Characters

The backslash ( \ ) character defines that the *next character* is transmitted as a literal character, and is not subject to any special processing ordinarily associated with that character.

*Examples:*

| | |
|---|---|
| \^ | Includes a caret as part of the string |
| \< | Includes a < as part of the string |
| \\ | Includes a back-slash as part of the string. |

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# Index


## A

Activating Mail 6
Address
  mail message 11

## B

Blind Carbon Copy 13
  defining 14

## C

Call Waiting
  disabling 39
Calling Card
  use in phone settings 40
Confirm Delivery 13
Confirm Read 13
Connecting
  service templates 42
  to server or ISP 41
Connection Type 43
CSLIP 42

## D

Date
  in message list 21
Deleted
  messages in folder 33
  purging messages 34
Deleting
  messages 32
  service templates 50
DNS 44
Draft Messages 18

## E

Editing Unsent Messages 17

## F

File
  messages 19
Filter
  defining custom 26
  high priority 28
  ignoring messages 25
  mail option 24
  truncating messages 29
Folders 20

## H

Header Information 8
High Priority
  message filter 28
HotSync
  filtering options 24
  options 23

## I

Idle Timeout 46
Inbox 20
Internet Gateway 5
IP Address 42
  automatic setting 45

## L

Local HotSync 24
Login Script 47

## M

Mail
  activating 3, 6
  address lookup 11
  custom filter settings 26
  deleting messages 32
  desktop configuration 2
  draft messages 18
  edit unsent messages 17
  features 1
  filing messages 19
  filtering options 24
  folders 20
  HotSync options 23
  internet gateway 5
  menu commands 30
  message list options 20
  messages 7
  password 4
  postoffice 4
  profile 3
  purge messages 34
  selecting application 3
  sending messages 17
  show date 21
  synchronizing 6
  user name 4
Menu Commands
  for mail 30
  for network 49

Messages 7
address lookup 11
bcc 13
confirm delivery 13
confirm read 13
confirmations 16
creating 9
deleting 32
draft 18
editing unsent 17
filing 19
font size 8
header information 8
in deleted folder 33
list options 20
priority 13
purging deleted 34
sending 17
show date 21
signature 13
sorting 22
truncating 29

## N

Network
connecting 41
connection type 43
idle timeout 46
login script 47
menu commands 49
password 37
phone settings 38
preferences 35
primary DNS 44
secondary DNS 44
selecting service 36
user name 36
New
messages 9

## O

Outbox 20

## P

PalmPilot Desktop
configuring mail 2
Password 4
for network 37
Phone Settings 38
call waiting 39
using calling card 40
Postoffice 4
PPP 42
Preferences
network settings 35
Primary DNS 44

Priority 13
  setting 14
Profile 3
Purge
  deleted messages 34

## R

Remote HotSync 24

## S

Secondary DNS 44
Selecting
  application for mail 3
Sending Messages 17
Service
  selecting for network 36
Service Templates 42
  deleting 50
  details 42
Show Date 21
Signature 13
  adding 15
Size
  message font 8
SLIP 42
Sort
  message list 22

## T

Truncate 29

## U

User Name 4
  for ISP 36